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FORM PTO-1449 (REV. 7-80)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. COS97101	SERIAL NO. 09/159,503
LIST OF DOCUMENTS CITED BY APPLICANT *(Use several sheets if necessary)*		APPLICANT(S): BARRY et al.	
		FILING DATE September 24, 1998	GROUP 3621

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* EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
F.B		5,875,296	02/1999	Shi et al.			
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F.B		0 747 841	12/1996	Europe				
		97/18515	05/1997	PCT				
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OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, Etc.)*

		"Help-Desk Market Seeks Suite Success" , Computer Reseller News, January 5, 1998, p. 49

EXAMINER	DATE CONSIDERED
[signature]	10/31/04

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.